ISD Process Template

Number: 580-TM-010-01
Effective Date: August 1, 2004
Expiration Date: August 1, 2009

Approved By: (signature)
Name: Joe Hennessy
Title: Chief, ISD

Responsible Office: 580/Information Systems Division (ISD)	**Asset Type:** Template
Title: Process Title	**PAL Number:** 3.5.2.3

*GUIDANCE: This template can be used to define a process or sub-process.
The above header must be changed for new process or sub-process. Changes include:
Name (ISD (Sub-) Process Template) should be "ISD [(sub-) process title]"
Also change Number, Dates, Asset Type, Title, and PAL Number*
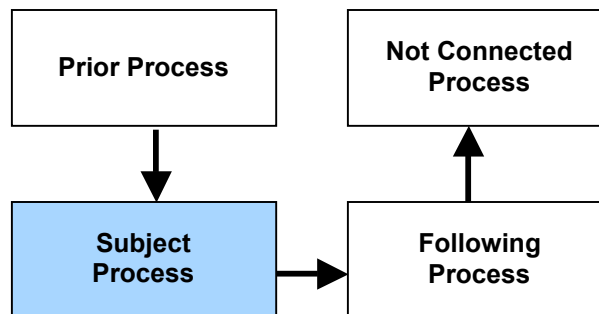
Purpose *GUIDANCE: State the purpose of the process.*

Scope *GUIDANCE: State the scope of the process. The scope is defined as range of operation for the process; i.e. what will be the extent of treatment, activity, or influence of the process use.*

Context Diagram *GUIDANCE: Create a simple box diagram showing the process in relation to other processes with which it interacts. Show the flow of those interactions.*

[Process (Category) Title]

Roles and Responsibilities	*GUIDANCE: List the primary role title of the person who performs activities within the process along with their responsibilities. If there are additional roles involved, list them in Guidance for each Role Title.*
	
	*[Role Title:] (Role title should be in **bold** text)*
	    Description of responsibility
	    Description of another responsibility
	
	*[Role Title:] (Role title should be in **bold** text)*
	    Description of responsibility
	    Description of another responsibility

Usage Scenarios	*GUIDANCE: Describe the circumstances under which this process is used which may include exceptions to inputs, entry criteria, exit criteria, and outputs. If necessary, provide additional information and examples, as needed.* *[Primary or Initial or Other Descriptive Name] Usage Scenario:* *Description of Usage Scenario* *[Descriptive Alternative Name] Usage Scenario:* *Description of Alternative Usage Scenario, what makes it different from the Primary Usage Scenario, examples, references, GUIDANCE, etc.* *Repeat for each [Alternative] Usage Scenario needed.*

Inputs	*GUIDANCE: List all Inputs needed for the process.*
	
	[Primary or Initial or Other Descriptive Name] Usage Scenario:
	    Input #1: description if necessary for clarity
	[Descriptive Alternative Name] Usage Scenario:
	    Input #2: description if necessary for clarity

Entry Criteria	*GUIDANCE: List all conditions that must be satisfied before the process can start. If a subset of the Inputs is required for startup, state that fact along with the required Inputs. Otherwise state that all Inputs are required for startup.*
	
	[Primary or Initial or Other Descriptive Name] Usage Scenario:
	    Entry Criteria #1: description if necessary for clarity
	[Descriptive Alternative Name] Usage Scenario:
	    Entry Criteria #2: description if necessary for clarity

Exit Criteria	*GUIDANCE: List of all conditions that must be satisfied and outputs that must be produced or modified before the process can end.*
	
	[Primary or Initial or Other Descriptive Name] Usage Scenario:
	    Exit Criteria #1: description if necessary for clarity
	[Descriptive Alternative Name] Usage Scenario:
	    Exit Criteria #2: description if necessary for clarity

Outputs	*GUIDANCE: List all Outputs created or modified during the process.*
	[Primary or Initial or Other Descriptive Name] Usage Scenario:
	    Output #1: description if necessary for clarity
	[Descriptive Alternative Name] Usage Scenario:
	    Output #2: description if necessary for clarity

Major Tasks	*GUIDANCE: Name the primary Role responsible and whether these major tasks should be performed [concurrently, sequential, parallel, iterative, etc.] order. If the tasks are split between multiple Roles, then name the primary Role at the end of descriptive task name. List secondary role(s) in Guidance. If certain tasks are performed under special circumstances, list those exceptions. An example is provided below but many more types are possible depending on the situation. Where appropriate, add **Verification** Tasks (to confirm that the product(s) fulfill requirements and **Validation** Tasks (to confirm that the product(s) fulfill the specific intended use).* The ***[Primary Role Title]*** shall perform *[concurrently]:* 1. *Descriptive name of task #1.* 2. *Descriptive name of task #2.* ***OR,*** *if multiple Roles are involved* The following tasks shall be performed *[as needed]:* 3. *Descriptive name of task #4.* ***[Primary Role Title]*** 4. *Descriptive name of task #5.* ***[Primary Role Title]***

Task #	*GUIDANCE: Describe each task's activities performed during the process in order of occurrence. Each task description should be a series of activities (if there are more than one), each of which can include several sentences to describe a complete body of work. Each activity should be numbered. Refer reader to appropriate sub-processes or procedures and provide hyper-link, if available. List secondary Role(s) in Guidance:*
	*Descriptive name of task (in **bold text**) as used in Major Tasks section.*
	    ([Primary Role Title])
	a) *Description of activity, hyper-link to detailed sub-process or procedure description, if available*
	b) *Description of activity, hyper-link to detailed sub-process or procedure description, if available*
	
	    OR, *if multiple Roles are involved*
	
	c) *Description of activity, hyper-link to detailed sub-process or procedure description, if available, and **([Primary Role Title])** responsible.*
	d) *Description of activity, hyper-link to detailed sub-process or procedure description, if available, and **([Primary Role Title])** responsible.*

ISD Process Template, Version: 1.0   page 3   July 30, 2004

Check the Process Asset Library at http://software.gsfc.nasa.gov/process.cfm to obtain the latest version.
NOTE: Words or phrases shown in blue underlined contain links to additional information.
Guidance & tailoring information is shown in *italics with gray background*.

Measures	*GUIDANCE: List recommended Measures collected during execution of this process. If a measure is not used with the "Primary Usage Scenario" state that fact including which "Alternative Usage Scenario" it should be used. If there are no measures, then add comment "No Measures identified".*

Recommended Measures:

Measure #1: description with hyper-link, if available

Measure #2: description with hyper-link, if available

Required Measures are found at *[hyper-link to source]*

Tools and Templates	*GUIDANCE: List all Tools available to perform the process. If a hyper-link to the Tool is available add that to the description. If a Tool is only used with a specific Usage Scenario then state that information.*

Name	Description

Training	*GUIDANCE: List all Training available to perform the process. If a hyper-link to the Training is available add that to the description.*

Course Name	Description

Training availability can be checked at http://software.gsfc.nasa.gov/training.htm.

References	*GUIDANCE: List all NASA standards relevant to this particular process description. Include the ETVX (Entry-Task-Validation/Verification-eXit) diagram for this process as well as the Glossary and Process Asset Library. Insert hyper-links to the document if this is available and add a description, if needed.*

Glossary: http://software.gsfc.nasa.gov/glossary.cfm
Defines common terms used in ISD processes

ETVX Diagram: A hyper-link to this diagram can be found in the Process Asset Library on-line version of this document.

Process Asset Library: http://software.gsfc.nasa.gov/process.cfm
Library of all ISD process descriptions

Reference Name: Insert a hyperlink where reference can be found, Short description of the reference, if needed.

Quality Management System Records	*GUIDANCE: List the Name of the Controlled Document / Description and Record Custodian for each QMS Record used during the process. . If a hyper-link is available add that to the description. NOTE: Anything added here would become a required ISO document.*	Record Custodian
	Controlled Document / Description	
	Controlled Doc Name: description and hyper-link	Role Title

Development History	Version	Date	Description of Development Changes
	0.1	Feb 16, 2004	Created initial version of the User's View Template PGArnold
	0.2	Mar 16, 2004	Added alternative formats for data tables. Dropped appendix, which was not necessary. Added standards for asset numbering & formatting in a new appendix. Added changes agreed to at March 16 ISD team meeting. PGArnold
	0.3	Mar 24, 2004	Incorporated comments from reviewers at March 23 ISD team meeting. Dropped table format for most sections. Added bulleted list format for most sections. PGArnold
	0.4	April 2, 2004	Incorporated comments from reviewers at March 30 ISD team meeting. Added in QMS Records and table for Training. PGArnold
	0.5	April 14, 2004	Incorporated comments from reviewers at April 2 ISD team meeting. This included addition of mapping tables to various entry scenarios, addition of more tables for sections recommended, and rewording of some sections to delete mandatory language. PGArnold
	0.6	April 19, 2004	Incorporated comments from reviewers. PGArnold
	0.7	April 21, 2004	Major rewrite to add comments from reviews, including dropping some tables, reformatting of many sections, & addition of comments for section headers. PGArnold
	0.8	June 21, 2004	Changes to address CCB and Sally Godfrey's comments. PGArnold
	0.9	June 23, 2004	Final changes to address ISD process team review PGArnold
	0.91	July 2, 2004	Minor changes to improve formatting and problems associated with grayed backgrounds. PGArnold
	0.92	July 30, 2004	Minor changes to improve formatting and improve clarity with Usage Scenarios. PGArnold

Change History	Version	Date	Description of Improvements
	1.0	TBD	Initial approved version by CCB

Appendix A: Document Standards

Convention	Description
Standard Format	Look and feel should be the same as this template.
Standard Font	Arial or Helvetica 10-point normal text
Subject Headers	Placed along left side of paper and should be standard font plus bold.
Text in blue and underlined	Designates hyper-links to additional relevant information and detail. Text is standard font plus color blue with underline.
Text in blue and italics	Designates planned future hyper-links. This type serves to flag those hyper-links not yet setup. Text is standard font plus color blue plus italics.
GUIDANCE Text in italics with 20% gray background	Standard font plus italics with background (20% shading fill) designates guidance or tailoring information for the user. It is recommended that GUIDANCE text be collected together into one area, preferably at the end of the section, not broken up into several paragraphs or sentences that are scattered throughout the section. *GUIDANCE: Text of this type in this document should be deleted because it refers to use of this template. New text of this type should be added to the proposed document to provide guidance on document subject.*
Deletion of Template Sections	No section may be deleted from this template when building a process or sub-process. If no data is applicable for a section, then state that fact for the relevant sections.
Section separation on each page	Each first section on a new page should include a separation line going across the whole page width. A similar line is needed at the end of each page. This template includes this latter line as part of the footer.
Section boundary	Sections should **NOT** be broken across page boundaries unless this would create excessive white space defined as 33% or more of a page. A page break shall only be done at a logical boundary if it is to be broken across a page boundary.

Appendix B: Document Numbering Standard

The document number is organized in the format:

Organization – Type – CCB Number – Version Number

Where: **Organization** is always 580 to identify the Information Systems Division, Code 580, as the source of the document.

Type is one of the following types of document:

Checklist	**CK**	Policy	**PL**	Template	**TM**
ETVX Diagram	**ED**	Procedure	**PR**	Tool	**TL**
Form	**FM**	Process	**PC**		
Guideline	**GL**	Sub Process	**SP**		

CCB Number is the number assigned by the CCB (item **CCB#** on front page)

Version Number is the sequential version number (start with 1) of the current version

PAL Number   (Process Asset Library Number) can be found in the PAL database. This item is on first page of this document and is listed separately from the document number.